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October 1, 1999

HAND DELIVERY

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
445 Twelfth Street, S.W.
Washington, D.C. 20554

Ex Parte Presentation

Revision of the Commission's Rules to Ensure Compatibility with Enhanced 911 Emergency Calling Systems

CC Docket No. 94-102

Implementation of the Non-Accounting Safeguards of Sections 271 and 272 of the Communications Act of 1934, as amended

CC Docket No. 96-149

Dear Ms. Salas:

On September 30, 1999, Robert Cohen, Vice President - Government Relations for SCC Communications, Missy Foxman, Manager- Government Relations for SCC Communications, Jim Casserly of this office, and the undersigned met with Bill Agee, Jessica Rosenworcel, John Stanley, and Audrey Wright of the Common Carrier Bureau to discuss matters related to the above-referenced dockets.

At the meeting, we discussed SCC's provision of E-911 services and issues involving Southwestern Bell Telephone Company that have arisen in connection with SCC's provision of E-911 services in Texas. The substance of our discussions is summarized in the attached memo and brochures, which were provided to the Common Carrier Bureau staff at the meetings.

Pursuant to sections 1.1206(b)(1) and (b)(2) of the Commission's rules, an original and four copies of this letter and attachments are being filed with the Office of the Secretary. Copies of this letter without attachments are also being served on the Commission personnel that attended the meetings, and copies of this letter with attachments are being provided to each of the Commissioners.

Sincerely,

Michelle M. Mundt

Michelle M. Mundt

cc: Chairman Kennard
Commissioner Ness
Commissioner Powell
Commissioner Tristani
Commissioner Furchtgott-Roth
Bill Agee
Jessica Rosenworcel
John Stanley
Audrey Wright

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Discussion Outline for SCC Meetings with FCC Staff

Despite making occasional concessions, SWBT has thwarted Texas public policy.

◊ Texas has formally instituted competition in the provision of E911 database management services.

◊ SCC was awarded the E911 database management contract by the Commission on State Emergency Communications.

◊ SWBT – the losing bidder on the Texas contract – has repeatedly obstructed SCC's efforts to fulfill its contractual responsibilities. The state public safety agencies have been compelled to seek relief from the Texas Public Utility Commission.

Despite making occasional concessions, SWBT has violated the Commission's E911 forbearance order.

◊ The Commission recognized that E911 is an information service, that the BOCs have long been dominant in the provision of 911 and E911 services, that unaffiliated entities may wish to compete with the BOCs to provide E911 services, and that they cannot hope to do so unless they have access to the same subscriber listing information (including unlisted and unpublished numbers as well as the numbers of other LECs' customers) that are maintained in the BOCs' ALI databases. E911 Forbearance Order at paras. 17-22, 31.

◊ The Commission ruled that BOCs may provide E911 on an integrated basis but only if the substance of the 272(c)(1) nondiscrimination requirement is maintained. Accordingly, the Commission conditioned its forbearance from Section 272 on the requirement that RBOCs provide listing information to unaffiliated entities "at the rates, terms, and conditions, if any, that they charge or impose on themselves." Paras. 32-34.

◊ SWBT has failed to meet this requirement. It has resisted SCC's requests for subscriber list information, on the basis of frivolous claims that are inconsistent with the explicit requirements of the forbearance order.

Despite making occasional concessions, SWBT's conduct raises public interest concerns that should be remedied before SBC is allowed to offer interLATA services.

◊ Because it has not complied with the terms of the forbearance decision, SBC's interLATA E911 activities violate Section 272.

◊ The forbearance order should be reopened and additional safeguards prescribed (e.g., requiring RBOCs to route emergency calls using state-selected E911 database providers) to ensure that the interests of public safety and of competition in this kind of information service are advanced.

◊ SWBT's refusal to comply with an explicit FCC order or to cooperate with State of Texas public safety agencies makes it impossible to determine that an SBC 271 application would serve the public interest. Nor can SBC prove compliance with Section 272 unless and until it meets the requirements of the forbearance order.

◊ SWBT's conduct prevents it from meeting the 271 competitive checklist because it has not provided competitors access to its 911 and E911 services in the same manner that SWBT obtains such access, i.e., at parity. For example, SWBT has prevented wireless carriers, or SCC on their behalf, from interconnecting with its systems or accessing its ALI databases, even though such a refusal prevents wireless carriers from providing Phase I service in the SWBT's service areas.

E9-1-1 CLEARINGHOUSE SERVICES™

E9-1-1 Clearinghouse Services ensures a single point of contact and management for comprehensive E9-1-1 data processing

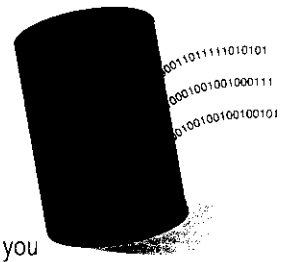
SCC knows the value of providing Competitive Local Exchange Carriers with the most effective services available for E9-1-1 data processing.

As the leading provider of 9-1-1 Operations Support Systems (OSS) in North America, SCC continually delivers proven reliability and high quality services to telecommunications service providers.

In a constantly evolving telecommunications environment, SCC knows the value of providing Competitive Local Exchange Carriers (CLECs) with the most effective services available for E9-1-1 data processing.

To address these pressing requirements, we have developed E9-1-1 Clearinghouse Services™, which allows CLECs to simply deliver their service order data to SCC's National Data Services Center (NDSC). From that point, the data is validated against the appropriate Master Street Address Guide (MSAG). Records that pass the validation process are then forwarded to the appropriate host E9-1-1 system in the format specified by that host system provider.

Errors generated from the validation process are corrected and are then also forwarded to the host E9-1-1 systems, ensuring a single point of contact, effective validation, and error correction and E9-1-1 data delivery to any host provider in the United States. It's that easy.



With your E9-1-1 data efficiently validated and managed by SCC, you spend less time worrying about E9-1-1 data management and can place more focus on managing and growing your business.

Comprehensive E9-1-1 Services From a Single Point of Contact

Every day throughout North America, millions of people depend on the reliability of SCC's E9-1-1 data management systems.

Given the critical nature of the information and systems, and the enormity of this responsibility for data accuracy, SCC's experience makes it easier for those involved to process information.

SCC

Because every call is important.

With the introduction of E9-1-1 Clearinghouse Services, you now have just one point of contact for processing service order data and delivery to all appropriate databases, with services including:

- Single point of contact and management for E9-1-1
- Automated data exchange between CLEC's service order system and SCC's NDSC
- MSAG management for CLEC service areas
- Data validation of all service orders
- Error analysis and resolution
- Data exchange management with E9-1-1 network providers
- Confirmations, errors, and statistics reporting on E9-1-1 processing
- Timely, accurate, and auditable delivery of E9-1-1 data to network providers
- New market E9-1-1 testing coordination
- Support of Local Number Portability (LNP) service order transactions

Compatible with LEC-Specific Data Processing Requirements

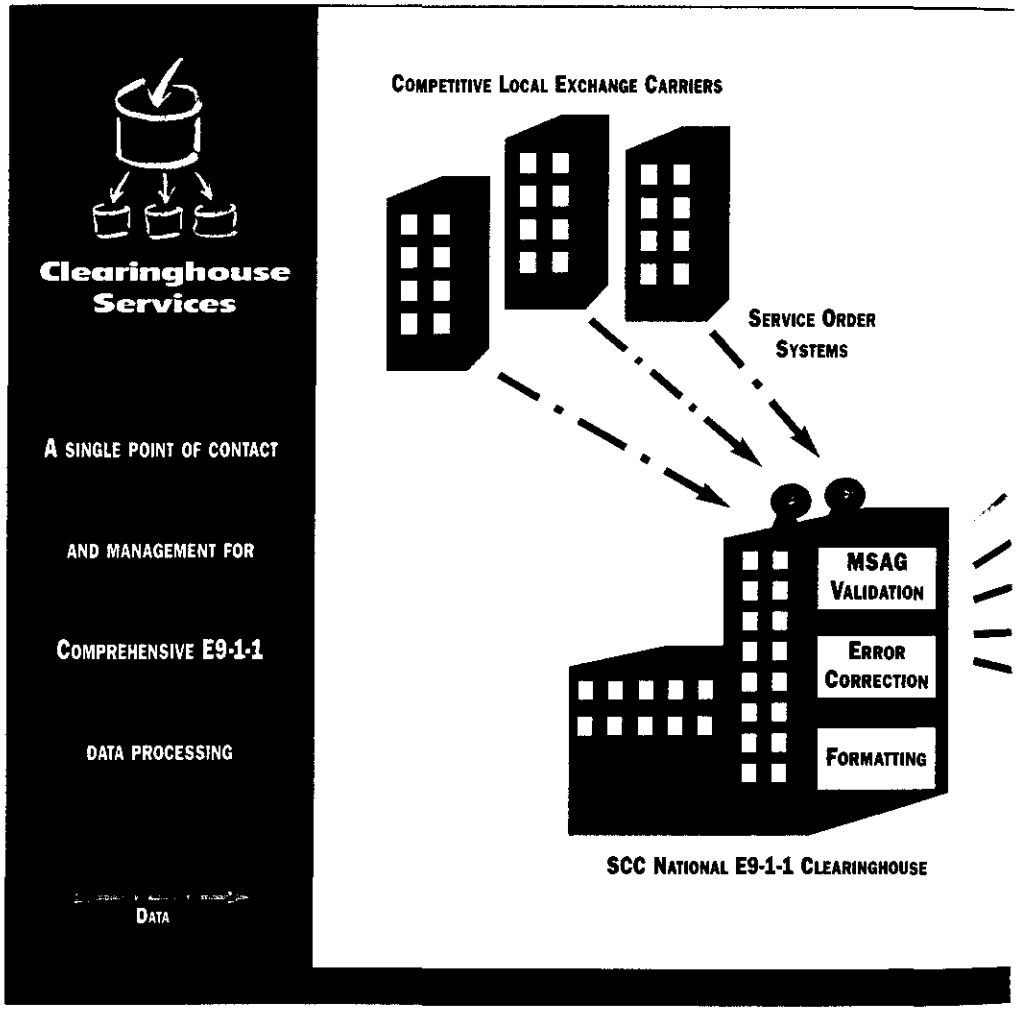
Since many E9-1-1 host providers have unique system and data requirements for database management, enormous efforts must be extended to ensure that the records delivered meet those differing requirements.

Failure to follow these rules leads to location information not being available at your customers' most critical times.

Through our diverse relationships and extensive industry knowledge, we eliminate the need for your company to follow the many E9-1-1 host provider data exchange requirements.

Insulation From Industry Change

The telecommunications industry is constantly evolving and the 9-1-1 industry is no different. Because new systems and standards are continually emerging for telecommunications service providers, complying with those changes can be extremely labor-intensive and costly.

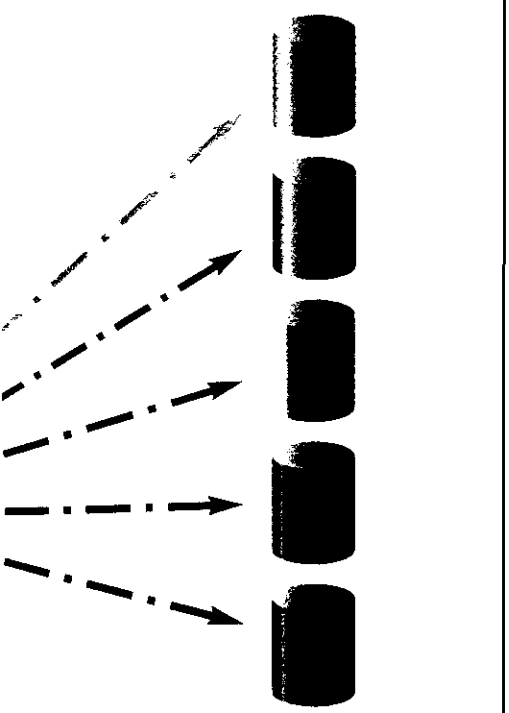


SCC receives your service order data, formats it to meet particular requirements and delivers it in a timely manner. With SCC as your E9-1-1 data partner, you're no longer burdened with the many challenges of data validation and transfer.

As a 9-1-1 industry leader, SCC participates on many committees that set the standards driving industry change, and we continually monitor issues that impact E9-1-1 data requirements.

Automated, Electronic Data Transfer to SCC Simplifies E9-1-1 Processing

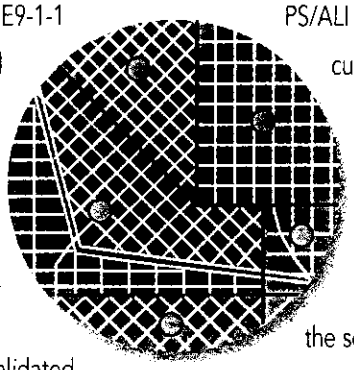
To efficiently transfer data between your company and SCC, we developed a "host-to-host interface," a system which allows you to establish an electronic link between your service order system and the NDSC.



E9-1-1 Host Database Providers

There is no need to fax your service order data or send electronic data in multiple formats to E9-1-1 network providers.

Now data is sent electronically in one format, is validated, errors are corrected, and your validated/corrected data is forwarded to the appropriate E9-1-1 network provider(s). Error and statistics notifications are then sent back to you in electronic format.



Effective MSAG Management

Your service order data is validated against the most current MSAG information available. The end result is that your records in the E9-1-1 database are validated against the most current information in a timely fashion.

SCC maintains MSAGs on state-of-the-art, fault tolerant, Tandem®/Compaq servers, configured in a failsafe arrangement to ensure industry leading levels of system availability.

Reliable Data Exchange With E9-1-1 Network Providers

SCC has established data exchange protocols and processes with all US regional E9-1-1 network providers, which allows us to manage data exchange daily with all E9-1-1 network providers in the geographical areas in which you do business.

This efficient level of management helps ensure the timely delivery of E9-1-1 service to your subscribers.

Benefits To Your Business Customers With PS/ALI™

As an added benefit to your business customers, SCC offers our Private Switch ALI (PS/ALI) products for you to resell. PS/ALI allows PBX and Centrex customers to transmit station location information to SCC for inclusion in the host provider's E9-1-1 database.

As the E9-1-1 database is the source of location information that PSAPs rely on for deployment of emergency services, PS/ALI ensures that the most accurate information will be available at the most critical times.

With many states now requiring multi-story and campus PBX users to provide station level location information to the E9-1-1 database, SCC's PS/ALI solutions provide a simple to use and reliable solution.

A Commitment To Excellence

Our goal is to continuously improve data quality, resulting in faster and higher quality turnaround to the customer by continuously re-evaluating systems and procedures.

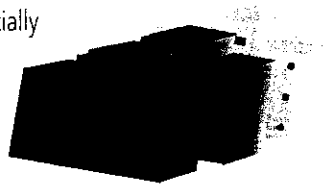
We're always seeking new ways to increase the level of service offered by improving and streamlining current 9-1-1 operations and measuring our performance through a comprehensive metrics program.

Primary performance metrics include:

- Elapsed time to post service order updates
- Inbound correctable data error rates
- Error resolution interval by class of error
- End user customer resolution intervals

Valid and Accurate Data To Meet Legal Requirements

The importance of valid and accurate data cannot be overstated. SCC's expertise in the E9-1-1 industry, coupled with its use of fault tolerant computer systems, helps insulate our clients from the potentially damaging and critical media coverage which could be caused by an E9-1-1 system failure.



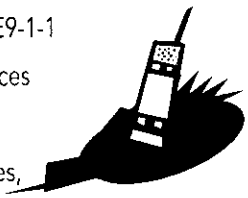
SCC—The Company That Makes It Happen

SCC has redefined the US market for 9-1-1 OSS by creating the NDSC, the industry's first and largest 9-1-1 service bureau, with more than 70 million subscriber data records under management throughout North America. SCC manages the data that enable a 9-1-1 call to be routed to the appropriate public safety agency along with accurate and timely information about the caller's identification and location. Through SCC's NDSC, we offer a comprehensive, cost-effective solution for the 9-1-1 servicing provisioning needs of our customers, enabling them to outsource virtually all aspects of their 9-1-1 data management service.

SCC's expertise and comprehensive solutions bring the public safety community, telecommunications service providers, and telephone service customers together in pursuit of a common goal—to provide the highest levels of 9-1-1 service.

Want More Information?

If you would like additional information about E9-1-1 Clearinghouse Services or any of our other products and services, please call us at 1-800-635-2911.



Providing 9-1-1 OSS Services Throughout North America

SCC

Because every call is important.™

SCC Communications Corp. • 6285 Lookout Road • Boulder, CO 80301 • 1.800.635.2911

NDSC NATIONAL DATA SERVICES CENTER

The industry's leading source for comprehensive 9-1-1 data management and delivery.

At SCC, we form long-term partnerships with our customers. These ongoing relationships allow them to provide public safety agencies with unsurpassed service, while controlling costs in the process. It enables them to tackle the challenges of new technologies and standards. It even paves the way for new 9-1-1 related revenue opportunities.

As the leading innovator in the 9-1-1 market, no one is better qualified to support your 9-1-1 requirements than SCC. Our National Data Services Center (NDSC) is a one-of-a-kind operation that offers a single point of control for all aspects of 9-1-1 data management and delivery.

Here, innovative technology and proven processes have come together to create a sophisticated system—one that sets the standard for data integrity, accessibility, and continuous improvement. One that is staffed by some of the top talent in the country. And one that puts critical 9-1-1 information where it's needed, when it's needed, in order to save lives.

Most importantly, we form long-term partnerships with our customers. These ongoing relationships allow them to provide public safety agencies with unsurpassed service, while controlling costs in the process. It enables them to tackle the challenges of new technologies and standards. It even paves the way for new 9-1-1 related revenue opportunities.

SCC—The Company That Makes It Happen

SCC is the premier provider of services and information technologies for the public safety market. We fully understand the unique challenges facing 9-1-1 and have pushed the envelope to create innovative solutions that have driven the industry to new standards of excellence. Our offerings are recognized throughout the industry for being robust and reliable; the service provided by our dedicated staff is ongoing and responsive. The bottom line? Today and in the future, our expertise and comprehensive solutions bring

PSAPs and telecommunications service providers together in pursuit of a common goal—to provide the highest levels of 9-1-1 service.

SCC

Because every call is important.™

Today and in the future, our expertise and comprehensive solutions bring PSAPs and telephone service providers together in pursuit of a common goal—to provide the highest levels of 9-1-1 service.

Leading the Way in Innovation

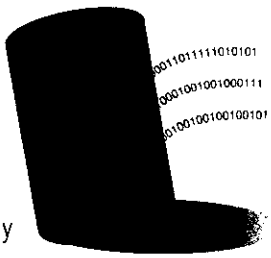
At SCC, we are proactively responding to changes in the public safety market, with continuous research and development aimed at creating new efficiencies and improving 9-1-1 data integrity. For example, our new Internet product, 9-1-1Net™, streamlines system updates, problem resolution, and other functions. We have also developed technology that moves tabular MSAG data to a coordinate-routing database.

Now, we're taking this one step further with our new 9-1-1 Extended Architecture (9-1-1XA™). This enabling technology allows you to make incremental changes to existing systems, at a pace that works best for your individual situation. Better yet, 9-1-1XA does so without the need for major reinvestment.

We are also leading the industry in wireless 9-1-1. Involved in three major commercial trials, we have successfully implemented 9-1-1Connect™, a powerful wireless 9-1-1 solution. This field-proven solution allows wireless carriers to provide enhanced services to their customers. It is also an excellent example of how the telecommunications and public safety industries have come together to offer consumers a better level of service.

NDSC SERVICE OFFERINGS

System Preparation and Ongoing Administration



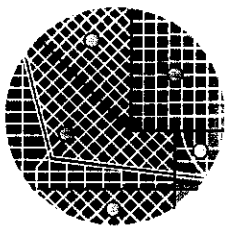
Handling all aspects of the data management process, we start by laying the groundwork for a highly efficient infrastructure. This involves collecting and analyzing data from a variety of sources, in a number of formats, bringing it all together to create one, standardized system.

• Initial MSAG Build Services

The NDSC works with the host telephone company and the county coordinator to facilitate creation of the MSAG by assisting in data collection and assessment.

The NDSC coordinates onsite workshops with county coordinators to introduce paper-free "electronic" MSAGs, and assists in defining Emergency Service Number (ESN) Boundaries.

The NDSC works with the MSAG coordinator to facilitate the creation of the MSAG and to provide field management of data collection and assimilation.



Information is drawn from the MSAG coordinator, PSAP, host telephone company, independent LECs, competitive LECs, and SCC in order to provide a standardized and efficient process.

NENA industry standards are used to improve data quality and turnaround time. This results in service that is reliable, fast, and predictable.

A full diagnostic review and analysis of initial MSAG data is supported.

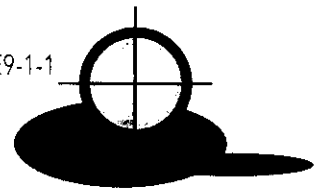
During final load preparation, all source data and associated tables are reviewed to ensure jurisdictional, E9-1-1 tandem, and ESN boundary integrity.

• MSAG Rebuild Services

For MSAG builds already underway, the NDSC can assume the MSAG build responsibilities to ensure that the MSAG build project moves forward to completion.

As with an initial build, an analysis of subscriber and MSAG data is performed by SCC. This information is provided to the customer on an incremental basis until the MSAG is ready for final load. All final loads will meet or exceed the accuracy level required by each customer.

• MSAG Migration to Coordinate-Based Operations



The migration of E9-1-1 MSAG data to a coordinate-based system is fully supported by our coordinate-routing database. This new service provides a more intuitive method of using and managing MSAG information and supports wireless operations, boundary lists, terrestrial operations, and wide-area number portability.

• Base Subscriber Data Loads

The TN load process identifies problems such as MSAG-orphaned TNs, circular pilot TN references, missing pilots, SLA mismatches, invalid addresses, and invalid NPA/NXXs.

When adding new communities to the E9-1-1 system, initial load and cleanup of foreign subscriber data is supported by the transition team.

• Area Code Splits/Overlays

The NDSC handles planning and execution of all data support functions related to the addition of new area codes. Clean splits, as well as highly specific community split plans, are supported.

We also provide assistance with the opening of a new NPA code within the same geographic area, and support operational windows for transition to new NPA plans.

• Foreign ALI and RCO Switch Loads

Load service for foreign ALI nodes is provided, usually in EQUAL or NENA II formats. Initial switch loads, recons, and reloads are also supported.

• Ownership of NPA/NXX Allocations

Ownership and security of newly allocated and activated number groups is tracked and changes are made to the appropriate tables. Ownership can be tracked and enforced to the TN level.

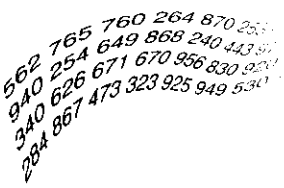
• Control Office Rehome

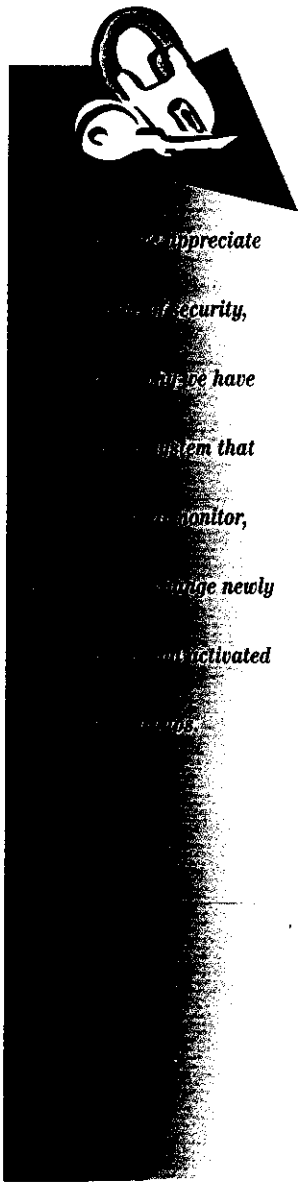
The NDSC participates in detailed planning and provides appropriate routing file preloads in order to rehome 9-1-1 control office operations.

• ESN Consolidation

Analysis and execution of a systematic reduction in ESN allocations is supported.

• And Other Customer-Specific Administrative Services





Data Integrity Services

Operating the world's largest emergency data infrastructure, huge volumes of data move through the NDSC systems each day. Service orders, discrepancy reports, and updates to MSAG, ALI, and selective routing data are processed around the clock, with great attention paid to both speed and accuracy.

All transactions go through an automated validation process, which matches them against the 9-1-1 reference databases.

Any record not matching the specified and standardized parameters falls out into a controlled, fully traceable, error database.

Once identified, our data analysts and customer support personnel work closely with telephone service providers and public safety personnel to bring about quick resolution to any discrepancies or trouble reports.

• Subscriber Record Updates

Information can be delivered as individual transactions, mini-batches, or batch files.

Typical time-to-post intervals for individual transactions fall within three hours of receipt; batch files within 24 hours of receipt.

Routine processing includes searches for circular pilot TN references, missing pilot reference information, SLA mismatches, invalid addresses, invalid phone numbers, invalid NPA/NXXs, and many other potential error conditions.

Our data analysts use whatever means possible to investigate errors, referring to a variety of data sources including Street Address Guide, customer billing source data, service order data, and authorized MSAG.

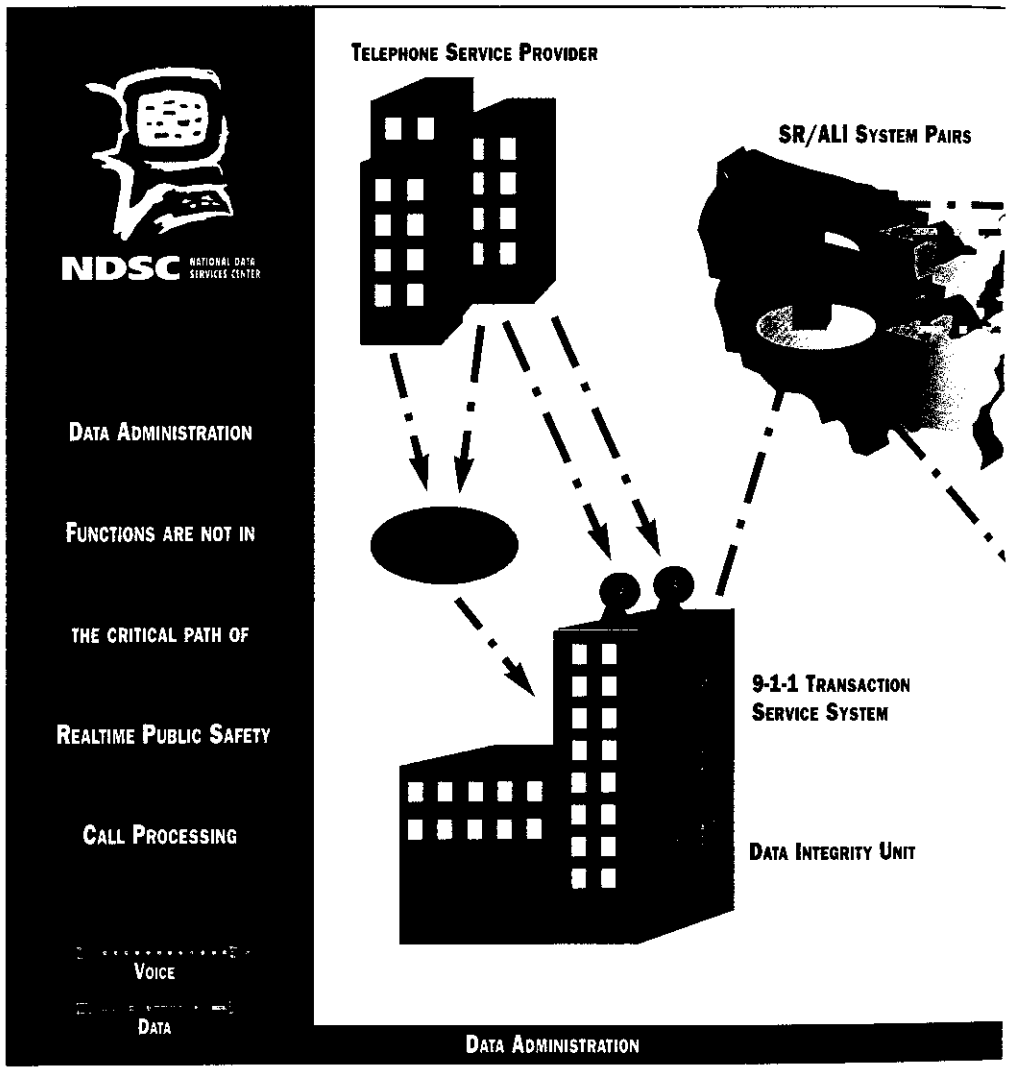
They frequently coordinate with local telephone company staff and if necessary, contact telephone subscribers directly to resolve data issues.

• MSAG Management

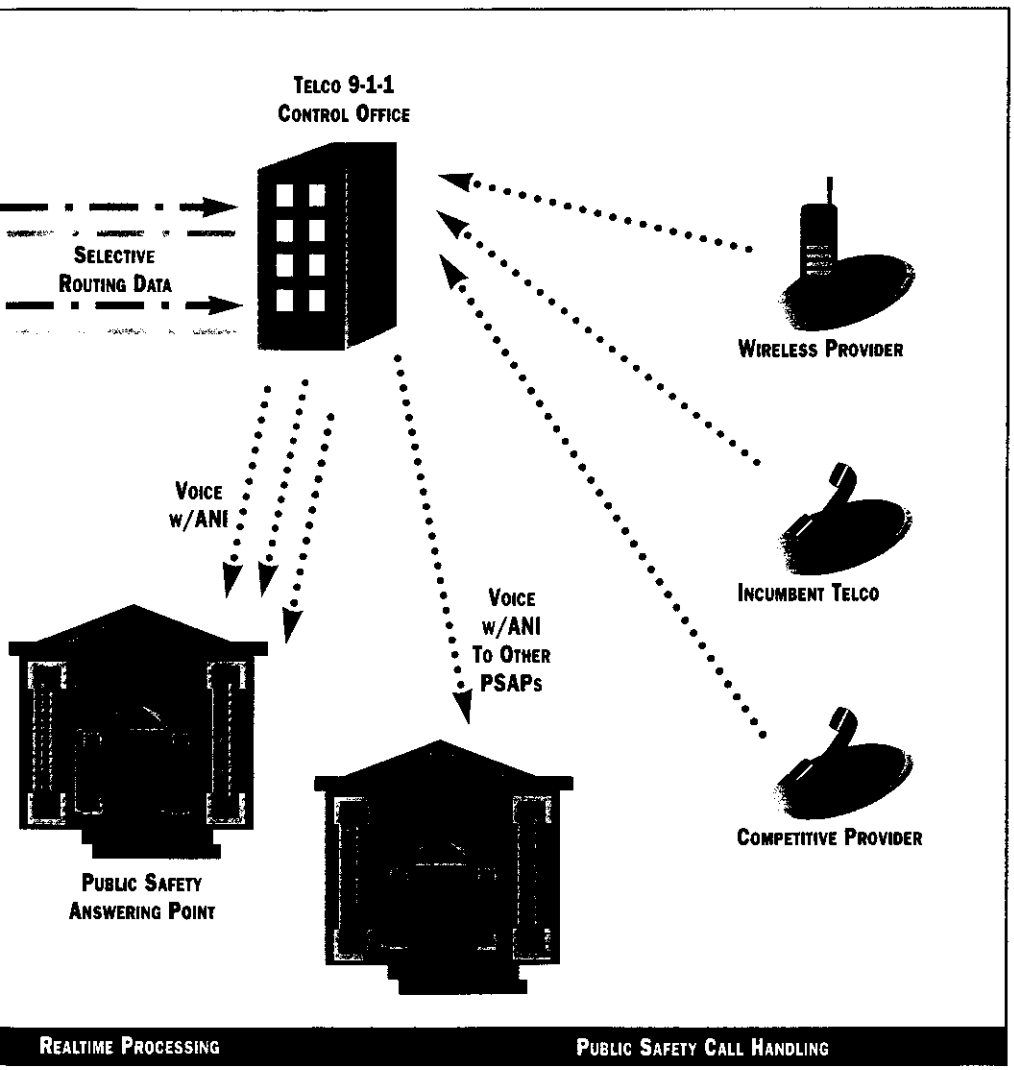
All regular maintenance to the MSAG is managed by the NDSC. Data analysts work closely with MSAG or county coordinators to implement updates and corrections.

Updates include adding recently annexed locations, re-assigning de-annexed areas, renaming streets, and adjusting public safety boundary information.

They also reflect new construction, public safety agency changes, merges, mutual aid agreements, or contractual service agreements.



9-1-1Net™ is an intuitive online tool that gives emergency personnel real-time access to 9-1-1 data. Transactions can be submitted instantly, streamlining the entire data management process and providing a complete, electronic audit trail. The NDSC also supports the receipt of documentation via facsimile.



All problems are resolved by the data integrity analyst before the requested change is activated. Special data oversight processes identify potential problems to prevent orphan subscriber records. In order to provide a real-time view of work in progress, contact between the analyst and the MSAG coordinator is fully documented, dated, and time-stamped.

• ALI Database Management

Once inbound subscriber record updates are processed, updates are transmitted to all appropriate SR/ALI systems, giving PSAPs virtually instant access to current information. When applicable, updated records are also transmitted to foreign ALI hosts anywhere in the United States.

• Recent Change Order/ Selective Routing Updates

Selective routing transactions are typically made available to the telephone service provider within three hours of receiving individual change transactions, or within 24 hours of receiving batch files.

A wide variety of E9-1-1 tandem routing switches are supported, including the Lucent 1ESS, 1A ESS, 5ESS/ESA, NorTel DMS-100, Stromberg Carlson DCO, Rockwell SCX, Summa Four, and others.

• Exception Handling

Exceptional conditions or reported problems are flagged and sent to the appropriate data integrity analyst for resolution. Incorrect ALI information and call misroutes reported by PSAPs are also resolved by the appropriate analyst.

• Standard Reporting

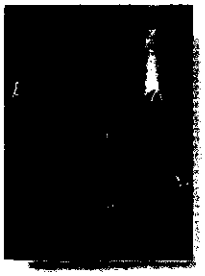
The NDSC maintains a library of standard reports including ALI TN Census, NDSC Update Log, and ALI System Reports.

• Clearinghouse Services

Here, the receipt of data transactions from foreign sources is supported, as well as the transfer of information to foreign systems. For a detailed description of functionality, refer to the Clearinghouse Services product brief.

Event Transaction Management

As part of our ongoing services, the NDSC also supports the routing infrastructure that delivers 9-1-1 calls and data to the appropriate location. To ensure reliable delivery, we operate a diverse network of geographically distributed, fault-tolerant systems.



• ALI Bids

The NDSC ALI system supports the receipt of and response to traditional ALI bids originating from PSAP CPE.

A historical log of all ALI bids is archived and is provided on a subscription basis by file transfer via 9-1-1Net, magnetic media, or CD ROM.

Mixed data speeds, PSAP-specific display translation formats, and multiple transport protocols are supported.

• SR Bid

SR functionality operates as an adjunct processor or intelligent peripheral to 9-1-1 selective routing switches, providing realtime call routing instruction.

• PSAP Alarms

PSAP alarms are generated automatically. These include CPE failure messages and the loss of data carrier on the data transmission circuits to the PSAPs.

• System Alarms

SCC systems and facilities are continuously monitored for failure and impairments. Alarms are immediately analyzed and repair is dispatched when indicated.

• Emergency Data Support

Support for emergency data updates is provided around the clock, 365 days a year.

Performance Management

SCC is strongly committed to building a team approach with the goal of improving the overall system. Via 9-1-1Net, we provide a full range of both primary and secondary metrics, which contain key performance indicators and information pertinent to day-to-day management.

• Continuous Improvement

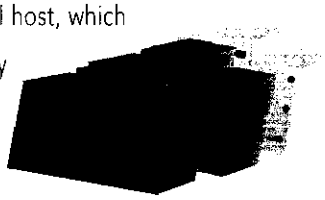
This department is committed to a program of continuous performance improvement and is responsible for identifying root causes for re-occurring anomalies. Their goal is to improve inbound data quality, resulting in faster and higher quality turnaround to the customer by continuously reevaluating systems and procedures, seeking out new ways to increase the level of service offered by improving and streamlining current 9-1-1 operations.

Security and Survivability

• Survivability

The NDSC provides online 9-1-1 selective routing and data delivery services using geographically diverse Tandem fault-tolerant computers, running in a mated pair arrangement.

At a minimum, each PSAP has a primary and secondary ALI host, which can simultaneously receive ALI bids from the PSAP.



Data links between the NDSC and remote computer hosts are not in the critical path of individual 9-1-1 call completion.

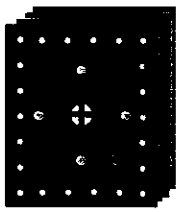
Redundancy is also engineered into the network connecting the NDSC main system and remote computer hosts, including a VSAT satellite link that automatically assumes the communications path for system management in the event that all terrestrial links fail.

• Security

The NDSC continuously strives to reevaluate physical and data security. Aggressive procedures and technologies are used to protect our assets and those of our customers.

• Archiving

Data resources are archived daily to an offsite, bonded vault storage facility. In an emergency, vault copies may be accessed 24 hours a day.

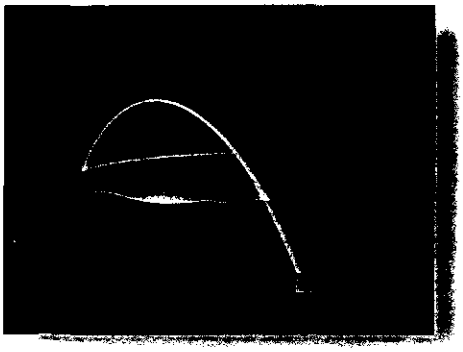


• Disaster Recovery

SCC has partnered with IBM Business Recovery Services in order to implement a Disaster Recovery Plan that enables the transfer of SCC's Boulder operation to IBM's Sterling Forest, New York recovery center. In the event that the Boulder facility should go offline, Tandem machines and network communications are available to re-establish service order processing at the IBM hot site.

Connectivity

• The NDSC utilizes an internal call routing system that automatically routes calls to the appropriate contact, making it easier to contact NDSC personnel in a timely manner.



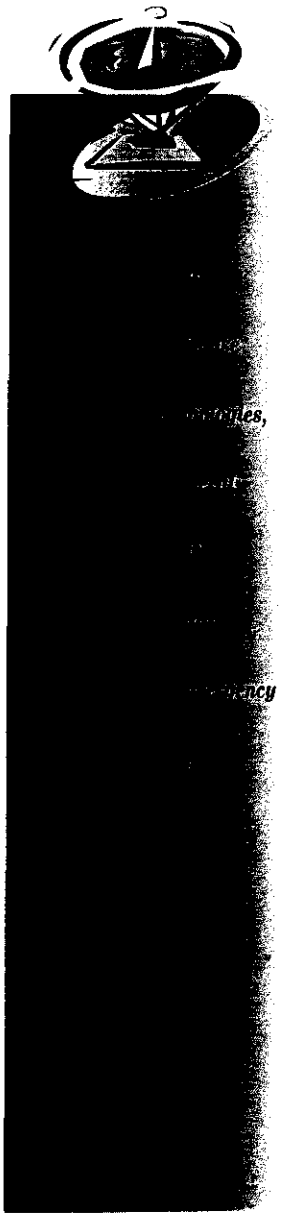
• An isolated Web site is maintained for file transfer and e-mail connectivity. Security measures such as SSL and RSA public key encryption are used to protect the confidentiality and integrity of sensitive information.

• 9-1-1Net is an on-line tool that provides direct access to MSAG information, along with a vehicle to send updates and changes to NDSC analysts in real-time.

• Variable bandwidth capabilities are maintained in the form of T-1, fractional T-1, supporting DDS, and frame relay services.

• Multiple Sonet rings provide connectivity to major IXC POPs and networks.

• Our remote systems are accessible via VPN Switched 56 service, providing additional network load capacity and redundancy.



All mission-critical systems are logically visible to the NDSC and the business recovery hot site without relying on ground-based data circuits. SCC maintains satellite-based emergency data connectivity utilizing General Electric's GStar IV satellite. Voice connectivity is also supported in the event that terrestrial voice lines are isolated.

Want More Information?

If you would like additional information about SCC's National Data Services Center or any of our other products and services, feel free to call us at 1-800-635-2911.

Because every call is important.

SCC Communications Corp. • 6285 Lookout Road • Boulder, CO 80301 • 1.800.635.2911